Rejected or Undeliverable e-Invoice · How to Access?

For: Paušalni obrt · Obrtnici · j.d.o.o. · d.o.o.

Practical business guidance · Reviewed: 2026-11-22

Applicability: According to the profile and circumstances of the described case.

First, determine whether the exchange, the fiscalisation or the business recipient is reporting an error.

A starting point in practice

Record the document tag, the time of the attempt and the exact error status.

Compare the recipient's address, the account details and the balance with the intermediary.

Working example · Rejected or undeliverable e-Invoice

Compare the recipient's address, the account details and the balance with the intermediary.

Specific next steps

1. Record the document tag, the time of the attempt and the exact error status.
2. Compare the recipient's address, the account details and the balance with the intermediary.
3. Open the error log and attach a verified resolution method to each entry.

Limits of application

For the covered obligors and the appropriate type of account.

Sources

Tax Administration · Fiscalisation 2.0

https://porezna-uprava.gov.hr/UserDocsImages/Regulativa/Vodici/Vodic_Fiskalizacija%202.0.pdf?vel=141042

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https://adriatrends.hr/poslovni-vodic/en/pitanja/praksa-eracun-odbijen-odluka